



A. Office

Name: FISHERS LANDING State: NY Zip Code: 13641
Area: NORTHEAST District: ALBANY PFC
Congressional District: 23 County: Jefferson
EAS Grade: 11 Finance Number: 352860
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 39. There was not a premature appeal received.

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Date: 07/19/2011
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Analysis of 60-Day Posting Comments

Number of comments returned

Total questionnaires distributed	30
Favorable comments	3
Unfavorable comments	18
No opinion expressed	9
Total comments returned	30

Postal Concerns

The following postal concerns were expressed

1. Concern (Favorable):
No Concern
Response:
2. Concern (No Opinion):
Customer assumes that Revenue units means paid PO Boxes and that it doesn't seem right to close a post office because they don't generate box revenue.
Response:
Revenue units does not mean the same thing as PO Box revenue and is not the basis for proposing to discontinue a Post Office. By regulation, we do not close post offices based solely upon revenue figures. We look at several elements that include office workload, customer demand and availability of alternatives. Finances are a part of the data collected. Consistent application of these metrics gives us an even-handed approach to studying offices around the nation.
3. Concern (No Opinion):
Customer concern about cost of gas to travel to another Post Office
Response:
With a workforce that travels 1.25 billion miles on the road each year in support of mail services, a growing fleet of environmentally responsible vehicles and a price structure that suffers \$1 million in added costs whenever gas prices bump up just one penny, the Postal Service is sensitive to concerns for gas prices and travel. We are expanding our options to include centralized delivery services in some locations. We have received a notice of interest from local establishments in your area regarding placement of centralized delivery units within the community, which could minimize the need to travel to retrieve mail.
4. Concern (No Opinion):
Customer concern that delivery is not possible because they reside on Bayside Island
Response:
The Postal Service is looking into centralized delivery in the Fishers Landing area.
5. Concern (No Opinion):
Customer concerned if Post Office closed, would mailboxes be placed at the landing or elsewhere.
Response:
The Postal Service is looking into centralized delivery in the Fishers Landing area.
6. Concern (No Opinion):
Customer concerned that PO Boxes must be located in Fishers Landing
Response:
Postal Service is exploring several options for alternate delivery. This may include any of the following: centralized delivery units in Fishers Landing, expanding 24 hr. lobby access to Clayton Post Office, or a Village Post Office concept (new).
7. Concern (No Opinion):
Customer expressed a concern about parking conditions at Clayton Post Office.
Response:
A site visit was conducted and it has been determined that there is adequate parking. Please note that during this study, the Postal Service is exploring several options for alternate delivery. This may include any of the following: centralized delivery units in Fishers Landing, expanding 24 hr. lobby access to Clayton Post Office, or a Village Post Office concept (new).
8. Concern (No Opinion):
Customer expressed concern that local Post Offices are being shuttered without regard to the impact of the community.
Response:
Closing small offices is one step of many which are being examined and, depending on circumstances, initiated. Additionally, there are bills before Congress to address: overpaid pensions, 5 day delivery, and pre-funded Health Benefit Relief. The Postal Service has actively made reductions at all levels of the organization, including: a 20 % reduction in administrative positions, as well as reducing one Area and seven District offices.
9. Concern (No Opinion):
Customer expressed concern that the USPS financial crisis is understandable, however customers may turn to other shippers and increased use of internet for communication.
Response:
For decades, the Postal Service expanded its national infrastructure to accommodate an expanding nation and increasing volumes of mail. The number of post offices, processing centers, vehicles and employees increased exponentially. But that's no longer the case. Mail volume has been on the decline since 2006, and subsequently, postal revenue. The increased use of electronic communications, economic recession and our obligations to prepay retiree health benefits has created a situation USPS has never faced — the need to adjust its entire infrastructure at every level. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue. The Postal Service of the future will be smaller, leaner and more competitive. But it will continue to drive commerce, service communities and deliver value. As a self-supporting government enterprise, the Postal Service receives no tax dollars. It relies solely on the sale of postage, products and services to pay for operating expenses. Revenue generation is a matter of business survival.
- Concern (No Opinion):
10. Customer expressed having home mail delivery in the past, and was surprised that mail had to be picked up at the Post Office in Fisher's Landing. Customer was not happy at first, but found it convenient over time.
Response:
The Postal Service is required to provide one free form of delivery. When street delivery is not feasible, customers are afforded no-fee PO Box service.
11. Concern (No Opinion):
Customer had a concern about lack of supplies at Fishers's Landing.
Response:
Ready Post shipping supplies (boxes, tape, bubble wrap, etc.) are typically available at post offices for a fee. The variety of supplies available is partially determined by the amount of products sold over a period of time. For example, some decorative packaging products may only be available in offices that sell in larger volume. Commonly sold products should be restocked accordingly.

- Concern (No Opinion):
12. Customer indicated several community members have explored ways to keep the PO Boxes in a building and would like the opportunity to discuss these possible locations with a postal service representative.
- Response:**
USPS representative contacted customer and advised to send in a list of contacts and phone numbers of any parties that have an interest in being considered as a centralized delivery unit site.
- Concern (No Opinion):
13. Customer inquired about options that would help lower the cost to the Postal Service, for example, having contract personnel operating at a facility for 20 to 24 hours a week, if the community can find an acceptable indoor location to house PO Boxes.
- Response:**
The Postal Service has a variety of alternate access options to consider when looking at a discontinuance study. Contract Postal Units - These units provide full service retail products and services to postal customers at U.S. Postal Service prices. They are housed within a partner facility and are operated and managed by partner employees. Retailers that participate in the Contract Postal Unit program are provided USPS branding rights and signage. A build-out that meets postal regulations is required. Partners are limited to selling only USPS products and services. Contract Postal Unit partners are compensated based on performance. Operating a Contract Postal Unit increases foot traffic and provides additional customer convenience. Those interested in becoming a USPS Contract Postal Unit partner can Email us at AlternateAccess@usps.gov for more information. Village Post Offices performs the following "limited" functions: Sells Forever stamps (sold at face value); Must maintain established quantity and replenish; Provides Priority Flat Rate Boxes and Envelopes through small expedited package service display; Asks Hazmat/Security questions and stamps mailing with stamp provided (training provided by USPS); Exterior Blue collection box provided; PO Boxes (Centralized Box Unit) - Customers retain current PO Box Address; Casing of mail and rental done by carrier; Redelivery by carrier the next day or Customer can retrieve at Main Post Office; Signage on PO Box unit will address issues (rental, contents of box, etc), not the VPO contractor; Interior/Exterior location for boxes (as needed); Exterior signage, "approved postal provider"; Contract with negotiated monthly payment.
- Concern (No Opinion):
14. Customer inquired about what a Village Post Office concept is.
- Response:**
The Postal Service has a variety of alternate access options to consider when looking at a discontinuance study. Contract Postal Units - These units provide full service retail products and services to postal customers at U.S. Postal Service prices. They are housed within a partner facility and are operated and managed by partner employees. Retailers that participate in the Contract Postal Unit program are provided USPS branding rights and signage. A build-out that meets postal regulations is required. Partners are limited to selling only USPS products and services. Contract Postal Unit partners are compensated based on performance. Operating a Contract Postal Unit increases foot traffic and provides additional customer convenience. Those interested in becoming a USPS Contract Postal Unit partner can Email us at AlternateAccess@usps.gov for more information. Village Post Offices performs the following "limited" functions: Sells Forever stamps (sold at face value); Must maintain established quantity and replenish; Provides Priority Flat Rate Boxes and Envelopes through small expedited package service display; Asks Hazmat/Security questions and stamps mailing with stamp provided (training provided by USPS); Exterior Blue collection box provided; PO Boxes (Centralized Box Unit) - Customers retain current PO Box Address; Casing of mail and rental done by carrier; Redelivery by carrier the next day or Customer can retrieve at Main Post Office; Signage on PO Box unit will address issues (rental, contents of box, etc), not the VPO contractor; Interior/Exterior location for boxes (as needed); Exterior signage, "approved postal provider"; Contract with negotiated monthly payment.
- Concern (No Opinion):
15. Customer inquired if the community could provide an indoor facility free of charge, how would community go about proposing this scenario to the Post Office
- Response:**
Proposals for free indoor space must be processed through the Postal Service Facilities Service Office. Property owners can submit a proposal, including contact information to Post Office Review Coordinator, Operations Support, 30 Karner Rd, Albany NY 12288
- Concern (No Opinion):
16. Customer is interested in specific financial information in order to present a business case that makes mutual sense.
- Response:**
For the purpose of alternate access, contracts are competitive, so some information is considered proprietary to provide a competitive opportunity to interested parties. Other information is available through Freedom of Information. Requestor needs to reference FOIA/Freedom of Information Act, in letter. Requestor should be very specific about the info requested, i.e. does he want daily, weekly, or annual info, is he requesting lease info, utility info, salaries/benefits, for what timeframe, etc. Note - a request for a "profit and loss statement" is really not applicable since we are a government agency. Submit request in writing to: Mgr Records Office US Postal Service 475 L Enfant Plaza SW Room 4541 Washington DC 20260-4541 If preferred, can also FAX request to (202) 268-5353
- Concern (No Opinion):
17. Customer questioned a posted article from July 13th that stated 88K would be saved, which differs from the Economic savings listed in the Proposal
- Response:**
The difference between the savings stated in the article dated July 13th and the Economic savings listed in the Proposal are as follows. The Economic Savings includes only the minimum salary for a Postmaster in a Level 11 office, plus benefits and annual lease, less any addition costs incurred for alternate delivery. The amount of 88K stated savings is inclusive of Total Operating Expenses, which include, but are not limited to lease, utilities, salaries, and fringe benefits, including that of back up staff and transportation. In other words, the Economic Savings stated in the proposal is a very conservative figure.
- Concern (No Opinion):
18. Customer questioned location and distance of other Post Offices from Fisher's Landing.
- Response:**
Not all customers will choose to go to Clayton for retail services. Some may choose to go to Alexandria Bay, or LaFargeville, or even Watertown. Some may even choose alternate locations during different seasons. Changing customer habits demand that we evaluate both the number and location of our retail facilities. These factors include a mail volume decline of 43.1 billion pieces nationwide in the span of four years. It also includes a falloff of 200 million customer visits and a decline of \$2 billion in retail transactions at postal-operated facilities as customers continue to demand and embrace access to Postal Service points in non-postal locations and online. That national trend is mirrored in Fisher's Landing, where we see less mail, fewer mailers, and reduced revenues. Our revenues for that office in 2010 were \$23,120. This is a decline from \$26,990 in 2009, mirroring a national move away from transactions limited solely to our post offices. Today, nearly 40 million Americans will enjoy the professional services of a rural letter carrier - considered a post office on wheels for flexibility of services that a rural carrier can provide. We are very proud to offer this service to Fisher's Landing residents who desire regular delivery of mail closer to home. And, for those who elect post office box service but not in Clayton, we can encourage them to visit the online post office box locator at www.usps.com, which shows current box availability, sizes and price. Our online locator service can help individuals select the location of post offices that best suit their regular routines.
- Concern (No Opinion):
19. Customer questioned number of PO box customers reported
- Response:**
Active PO Box customer data is generated from the Webbats program. Fisher's Landing has no-fee PO Box customers that are required to submit proof of residence annually to verify they are still entitled to the no-fee PO Box service. Number of blocked boxes is not an indication of active boxes.
- Concern (No Opinion):
20. Customer questioned Postal response to why Fisher's Landing Post Office was selected for study for a possible discontinuance and felt the public doesn't understand or care about some out dated law.
- Response:**
The Postal Service by law is authorized to study offices only under certain guidelines. Whether or not following the law is a

management response, is to use management to explore, and then keep office resources open to help us absorb displaced employees from other internal staffing changes or to permit multiple opportunities for training and development of our employees. We believe we have exhausted that need in the region at this time and are considering what we can do with this space.

Concern (No Opinion):

21. Customer questioned the time of year the review process took place and felt it should have been conducted when the seasonal population could be taken into account.

Response:

We review workload analysis using a time-formula assigned to the tasks of an office over an extended period. It looks at the types of transactions in an office and the complexity of those transactions. A stamp sale, a money order or a passport transaction are all credited differently. We measure customer demand, in part, by revenue figures. Some of this information, such as package sales, is proprietary. However, in most post offices with retail terminals, we pull up numbers and types of window transactions. We even see "down time." We look at what other services are available nearby at post offices or at partner businesses, like stores that sell stamps or contracted units. Finally, we consider our total operating expenses. That includes lease, salaries and benefits, replacement pay when there is an absence, training hours, equipment, stock and supplies on hand, utilities, maintenance, transportation and other operational costs. Revenue data is considered for the full year, which includes the seasonal and off season revenue.

Concern (No Opinion):

22. Customer referenced a response to reducing hours to part time would require changing to a station/branch and assumed it could be run by a Postmaster Relief, which would reduce the salary expense considerably.

Response:

The position of a Postmaster Relief is to substitute in place of a Postmaster of Office in Charge of and Independent Post Office on their relief and leave days. An office that is consolidated into a station or branch can not be served by a Postmaster Relief under current Labor Relations guidelines.

23. Concern (No Opinion):

Customer stated that it is nice not to have to wait in long lines.

Response:

Many transactions that use to be conducted at the Post Office can be conducted through alternate access channels. This can save trips to the Post Office for the more complex transactions. While lines may be longer at some offices than others, it stands to reason that if there are limited transactions, there is also a decreased workload, which would not support an 8 hour shift.

24. Concern (No Opinion):

Customer suggested charging a fee for PO Boxes

Response:

The Postal Service is required to provide one free form of delivery. When street delivery is not feasible, customers are afforded no-fee PO Box service.

25. Concern (No Opinion):

Customer suggested charging a fee for PO Boxes

Response:

The Postal Service is required to provide one free form of delivery. When street delivery is not feasible, customers are afforded no-fee PO Box service.

26. Concern (No Opinion):

Customer suggested closing the post office on Saturdays.

Response:

The Senate subcommittee chairman introduced a bill that addresses the financial issues confronting the Postal Service. Among other provisions, the proposal authorizes a transition to a 5-day delivery schedule. At this stage, it is still a bill.

27. Concern (No Opinion):

Customer suggested closing the post office on Saturdays.

Response:

The Senate subcommittee chairman introduced a bill that addresses the financial issues confronting the Postal Service. Among other provisions, the proposal authorizes a transition to a 5-day delivery schedule. At this stage, it is still a bill.

28. Concern (No Opinion):

Customer suggested reducing hours at the Post Office rather than closing it.

Response:

The study to close was initiated to determine if effective and regular service can be provided by a more cost-effective alternate service. Expenditures such as salary, benefits, and lease, to name a few would be much larger cost savings when alternate services are available. Reducing hours to part time would require proposing to change the independent post office to a station/branch. We are also exploring the feasibility of centralized delivery.

29. Concern (No Opinion):

Customer was concerned that they would not know where to have mail sent back to (seasonal customer)

Response:

We're here to help. Call 1-800-ASK-USPS® (1-800-275-8777) M-F - 8:00am-8:30pm ET Sat - 8:00am-6:00pm ET Sunday - Closed Holidays - Closed except for: Martin Luther King Jr., President's, Columbus, and Veteran's Days. 9:00am - 6:00pm ET.

30. Concern (No Opinion):

Customers asked what other ways USPS was trying to make up the deficit, other than closing their post office.

Response:

Closing small offices is one step of many which are being examined and, depending on circumstances, initiated. Additionally, there are bills before Congress to address: overpaid pensions; 5 day delivery; and pre-funded Health Benefit Relief. The Postal Service has actively made reductions at all levels of the organization, including: a 20 % reduction in administrative positions, as well as reducing one Area and seven District offices.

31. Concern (No Opinion):

Customers asked why their Post Office was being discontinued while others were retained.

Response:

Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

Concern (No Opinion):

32. Customers expressed concern for those customers with disabilities who are not able to go to Clayton Post Office to pick up their mail.

Response:

Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the Clayton postmaster.

33. Concern (No Opinion):

Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community

Response:

The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

34. Concern (No Opinion):

Customers inquired about a small Postal Contract Unit or a mail route

Response:

The proposal is to provide delivery services via a rural route. Contract Postal Units are awarded competitively. The Fishers Landing area has very few business, and they are seasonal. Centralized Box Unit delivery is an option we are exploring, which would be serviced by the rural carrier.

35. **Concern (No Opinion):**
Customers questioned the reasoning for closing Post Offices

Response:

The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include, consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue. The Postal Service of the future will be smaller, leaner and more competitive. But it will continue to drive commerce, service communities and deliver value. As a self-supporting government enterprise, the Postal Service receives no tax dollars. It relies solely on the sale of postage, products and services to pay for operating expenses. Revenue generation is a matter of business survival.

36. **Concern (No Opinion):**
Customers said they would miss the special attention and assistance provided by the personnel at the Fishers Landing Post Office.

Response:

Courteous and helpful service will be provided by personnel at the Clayton Post Office. Special assistance will be provided as needed.

37. **Concern (No Opinion):**
Customers were concerned why the postmaster position was not filled.

Response:

All management positions were frozen in anticipation of the reorganization efforts.

38. **Concern (No Opinion):**
Customers were concerned about alternate access.

Response:

Please note that during this study, the Postal Service is exploring several options for alternate delivery. This may include any of the following: centralized delivery units in Fishers Landing, expanding 24 hr. lobby access to Clayton Post Office, or a Village Post Office concept (new).

39. **Concern (No Opinion):**
Customers were concerned about having to travel to another Post Office for service

Response:

Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

40. **Concern (No Opinion):**
Customers were concerned about senior citizens.

Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Clayton postmaster for more information.

41. **Concern (No Opinion):**
No Concern

Response:

42. **Concern (Unfavorable):**
Customer expressed a concern about package delivery and pickup

Response:

For carrier pick up of packages, you can contact the adminoffice Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

43. **Concern (Unfavorable):**
Customers expressed concern over a postal representative not being customer oriented

Response:

The Postal Service is very interested in the service needs of the community and customer feedback is crucial to improving service. Concerns raised by the community will be investigated by the Postal Service and appropriate actions will be taken.

44. **Concern (Unfavorable):**
Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community

Response:

The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

45. **Concern (Unfavorable):**
Customers were concerned about having to travel to another Post Office for service

Response:

Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

46. **Concern (Unfavorable):**
No Concern

Response:

Nonpostal Concerns

The following nonpostal concerns were expressed

1. **Concern (Favorable):**
Customers expressed concern for loss of community identity

Response:

A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Fishers Landing Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

2. **Concern (No Opinion):**
Customer expressed a concern about the loss of the community bulletin board at the Post Office. Customer added that there is no retail outlet or grocery store in the community.

Response:

The Clayton Post Office may have a public bulletin board which may be used to post the same information. Community bulletin boards in Postal facilities have certain restrictions on what can be posted. Additionally, perhaps the Town or the fire house would be willing to erect a bulletin board for community use.

3. **Concern (No Opinion):**
Customer felt email address should be made available for customer comments
Response:
Data gathering of customer concerns is an ad hoc task. Comments taken during the community meeting, via US Mail, or by phone call to the contact point listed on the community meeting notice will ensure that concerns are directed to one centralized point of contact.
4. **Concern (No Opinion):**
Customer suggested centralized delivery and collection
Response:
The Postal Service is looking into centralized delivery in the Fishers Landing area.
5. **Concern (No Opinion):**
Customers expressed concern for loss of community identity
Response:
A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Fishers Landing Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
6. **Concern (No Opinion):**
Customers felt the loss of a Post Office would have a detrimental effect on the business community.
Response:
Businesses generally require regular and effective postal services, and these will always be provided to the community. There has been no indication that the business community would be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.
7. **Concern (No Opinion):**
Customers were concerned about loss of employment in the community.
Response:
The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.
8. **Concern (No Opinion):**
Customers were concerned about the loss of a gathering place and an information center.
Response:
Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
9. **Concern (No Opinion):**
Customers were concerned about the loss of a gathering place and an information center.
Response:
Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
10. **Concern (UnFavorable):**
Customers expressed a concern that summer residents had not returned to the area yet and would not have an opportunity to ask questions or raise concerns.
Response:
There are a number of posting requirements and comment periods before any final decision or implementation would be made. All customers will have several opportunities to ask questions and make comments.
11. **Concern (UnFavorable):**
Customers expressed concern for loss of community identity
Response:
A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Fishers Landing Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
12. **Concern (UnFavorable):**
Customers were concerned about the loss of a gathering place and an information center.
Response:
Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

Date of Posting: 05/13/2011

Posting Round Date:

Date of Removal: 07/14/2011

Removal Round Date:

PROPOSAL TO CLOSE
THE FISHERS LANDING, NY POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE
(REVISED)

DOCKET NUMBER 1363430 - 13641

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Fishers Landing, NY Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Clayton Post Office, located five miles away.

The postmaster position became vacant when the postmaster retired on May 02, 2008. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: This office is small level 11 with no delivery. Decreasing customer base and decreasing revenue. Management initiated study to determine if regular and effective service can be provided through other means.

The Fishers Landing Post Office, an EAS-11 level, provides service from 08:00 to 12:00 and 13:00 to 16:45 Monday - Friday, 08:00 to 09:45 Saturday and lobby hours of 08:00 to 17:00 on Monday - Friday and 08:00 to 10:00 on Saturday to 69 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 13 transaction(s) accounting for 15 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$24,274 (63 revenue units) in FY 2008; \$26,990 (70 revenue units) in FY 2009; and \$23,120 (60 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On April 29, 2011, representatives from the Postal Service were available at Fishers Landing Post Office Lobby (Open House format) to answer questions and provide information to customers. 43 customer(s) attended the meeting.

On April 15, 2011, 84 questionnaires were distributed to delivery customers of the Fishers Landing Post Office. Questionnaires were also available over the counter for retail customers at the Fishers Landing Post Office. 47 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 8 favorable, 23 unfavorable, and 16 expressed no opinion.

One congressional inquiry was received on May 09, 2011.

If this proposal is implemented, delivery and retail services will be provided by the Clayton Post Office, an EAS-18 level office. Window service hours at the Clayton Post Office are from 09:00 to 12:00 and 13:00 to 16:30, Monday through Friday, and 09:00 to 12:00 on Saturday. There are 97 post office boxes available.

The following concerns were expressed from questionnaires, the community meeting, from customer letters, on the petition, and from the congressional inquiry:

1. **Concern:** Customer expressed a concern about an inadequate number of mail boxes during the summer season.

Response: We can review two possible options that may eliminate this problem: adding a swivel unit for Fishers Landing PO Box customers in the Clayton lobby or a centralized delivery unit in Fisher's Landing.
2. **Concern:** Customer expressed a concern about parking conditions at Clayton Post Office.

Response: A site visit was conducted and it has been determined that there is adequate parking. Please note that during this study, the Postal Service is exploring several options for alternate delivery. This may include any of the following: centralized delivery units in Fishers Landing; expanding 24 hr. lobby access to Clayton Post Office; or a Village Post Office concept (new).
3. **Concern:** Customer expressed a concern that purchasing stamps and sending parcels would be impossible.

Response: The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately. Package services are available at Clayton Post Office. We are currently exploring additional options for package services.
4. **Concern:** Customer expressed a concern that they would not be able to obtain their mail early in the day and would have to travel to mail packages and purchase special services.

- Response:** Post Office Box customers would retain their PO Box address and current PO box service at Clayton Post Office. Additionally, you WILL NOT be required to change your address. We are currently exploring additional options for package services.
5. **Concern:** Customer expressed concern about working from home and needed frequent access to Post Office.
- Response:** The customer concerns have been duly noted. We are exploring additional alternate options for retail and delivery services.
6. **Concern:** Customer expressed concern that nothing less than carrier route delivery to their home is acceptable. Excessive travel is not economical or "green".
- Response:** Excessive travel is not economical or "green". Please note that during this study, the Postal Service is exploring several options for alternate delivery. This may include any of the following: centralized delivery units in Fishers Landing; expanding 24 hr. lobby access to Clayton Post Office; or a Village Post Office concept (new).
7. **Concern:** Customer had a concern with mail being forwarded to Florida.
- Response:** To have the forward removed from your mail, ask your Postmaster to check the forwarding status, if it is still in the forwarding system request to have it cancelled.
8. **Concern:** Customer indicated route delivery would be better than traveling to Clayton Post Office for PO Box service.
- Response:** The customer comments are duly noted.
9. **Concern:** Customer indicated route delivery would be just as good as current service and uses Post Office to send letters overseas.
- Response:** Duly noted.
10. **Concern:** Customer stated that Postal units such as Murray and Grenell Island have been running successfully for years.
- Response:** Murray and Grenell Island are Contract Postal Units. These are considered types of alternate access. Business that are interested in more information about operating a Contract Postal Unit can receive literature upon request.
11. **Concern:** Customer submitted a letter titled "Let them eat Cake"
- Response:** The letter has been entered into the official record.
12. **Concern:** Customer suggested charging a fee for PO Boxes
- Response:** The Postal Service is required to provide one free form of delivery. When street delivery is not feasible, customers are afforded no-fee PO Box service.
13. **Concern:** Customer suggested reducing hours at the Post Office rather than closing it.
- Response:** The study to close was initiated to determine if effective and regular service can be provided by a more cost-effective alternate service. Expenditures such as salary, benefits, and lease, to name a few would be much larger cost savings when alternate services are available. Reducing hours to part time would require proposing to change the independent post office to a station/branch. We are also exploring the feasibility of centralized delivery.
14. **Concern:** Customer was concerned about not being able to get to Clayton Post Office during hours of operation due to your work schedule.
- Response:** We can review two possible options that may eliminate this problem: potential 24 hour access at the Clayton Post Office or a centralized delivery unit in Fisher's Landing.
15. **Concern:** Customers asked why their post office was being discontinued while others were retained
- Response:** Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

16. **Concern:** Customers express a concern about the time of the meeting not being convenient for some customers.
- Response:** The meeting was held at a time where customers would routinely pick up their PO Box mail. All customers with delivery in the 13641 zip code received the same meeting notice and questionnaires, in order to have the opportunity to express their concerns.
17. **Concern:** Customers expressed concern about collection of outgoing mail
- Response:** Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox.
18. **Concern:** Customers said they receive rural delivery and use Fishers Landing for all other postal needs as it is more convenient.
- Response:** Retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them. PURCHASING STAMPS BY MAIL The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately. PURCHASING POSTAL MONEY ORDERS Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day. SPECIAL SERVICES Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day. HOLDING MAIL Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.
19. **Concern:** Customers said they would miss the convenience of mailing packages overseas.
- Response:** There are several Post Offices in the area that can also provide this service including: Clayton, Alexandria Bay, LaFargeville, or even Watertown.
20. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Fishers Landing Post Office.
- Response:** Courteous and helpful service will be provided by personnel at the Clayton Post Office. Special assistance will be provided as needed.
21. **Concern:** Customers were concerned about a change of address
- Response:** If you currently have street delivery, your address will not change. Only P.O. Box customers choosing street delivery option will be required to change their address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.
22. **Concern:** Customers were concerned about having to travel to another Post Office for service
- Response:** Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

23. **Concern:** Customers were concerned about later delivery of mail
- Response:** Post Office Box customers would retain their PO Box address and current PO box service at Clayton Post Office. Additionally, you WILL NOT be required to change your address. We are currently exploring additional options for package services; possible 24 hr. lobby access at Clayton, or centralized delivery in Fishers Landing.
24. **Concern:** Customers were concerned about senior citizens.
- Response:** Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Clayton postmaster for more information.
25. **Concern:** Customer assumes that Revenue units means paid PO Boxes and that it doesn't seem right to close a post office because they don't generate box revenue.
- Response:** Revenue units does not mean the same thing as PO Box revenue and is not the basis for proposing to discontinue a Post Office. By regulation, we do not close post offices based solely upon revenue figures. We look at several elements that include office workload, customer demand and availability of alternatives. Finances are a part of the data collected. Consistent application of these metrics gives us an even-handed approach to studying offices around the nation.
26. **Concern:** Customer concern about cost of gas to travel to another Post Office
- Response:** With a workforce that travels 1.25 billion miles on the road each year in support of mail services, a growing fleet of environmentally responsible vehicles and a price structure that suffers \$1 million in added costs whenever gas prices bump up just one penny, the Postal Service is sensitive to concerns for gas prices and travel. We are expanding our options to include centralized delivery services in some locations. We have received a notice of interest from local establishments in your area regarding placement of centralized delivery units within the community, which could minimize the need to travel to retrieve mail.
27. **Concern:** Customer concern that delivery is not possible because they reside on Bayside Island
- Response:** The Postal Service is looking into centralized delivery in the Fishers Landing area.
28. **Concern:** Customer concerned if Post Office closed, would mailboxes be placed at the landing or elsewhere.
- Response:** The Postal Service is looking into centralized delivery in the Fishers Landing area.
29. **Concern:** Customer concerned that PO Boxes must be located in Fishers Landing
- Response:** Postal Service is exploring several options for alternate delivery. This may include any of the following: centralized delivery units in Fishers Landing; expanding 24 hr. lobby access to Clayton Post Office; or a Village Post Office concept (new).
30. **Concern:** Customer expressed a concern about package delivery and pickup
- Response:** For carrier pick up of packages, you can contact the adminoffice Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.
31. **Concern:** Customer expressed concern that local Post Offices are being shuttered without regard to the impact of the community.
- Response:** Closing small offices is one step of many which are being examined and, depending on circumstances, initiated. Additionally, there are bills before Congress to address: overpaid pensions, 5 day delivery, and pre-funded Health Benefit Relief. The Postal Service has actively made reductions at all levels of the organization, including: a 20 % reduction in administrative positions, as well as reducing one Area and seven District offices

32. **Concern:** Customer expressed concern that the USPS financial crisis is understandable, however customers may turn to other shippers and increased use of internet for communication.
- Response:** For decades, the Postal Service expanded its national infrastructure to accommodate an expanding nation and increasing volumes of mail. The number of post offices, processing centers, vehicles and employees increased exponentially. But that's no longer the case. Mail volume has been on the decline since 2006, and subsequently, postal revenue. The increased use of electronic communications, economic recession and our obligations to prepay retiree health benefits has created a situation USPS has never faced — the need to adjust its entire infrastructure at every level. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue. The Postal Service of the future will be smaller, leaner and more competitive. But it will continue to drive commerce, service communities and deliver value. As a self-supporting government enterprise, the Postal Service receives no tax dollars. It relies solely on the sale of postage, products and services to pay for operating expenses. Revenue generation is a matter of business survival.
33. **Concern:** Customer expressed having home mail delivery in the past, and was surprised that mail had to be picked up at the Post Office in Fisher's Landing. Customer was not happy at first, but found it convenient over time.
- Response:** The Postal Service is required to provide one free form of delivery. When street delivery is not feasible, customers are afforded no-fee PO Box service.
34. **Concern:** Customer had a concern about lack of supplies at Fishers's Landing.
- Response:** Ready Post shipping supplies (boxes, tape, bubble wrap, etc.) are typically available at post offices for a fee. The variety of supplies available is partially determined by the amount of products sold over a period of time. For example, some decorative packaging products may only be available in offices that sell in larger volume. Commonly sold products should be restocked accordingly.
35. **Concern:** Customer indicated several community members have explored ways to keep the PO Boxes in a building and would like the opportunity to discuss these possible locations with a postal service representative.
- Response:** USPS representative contacted customer and advised to send in a list of contacts and phone numbers of any parties that have an interest in being considered as a centralized delivery unit site.
36. **Concern:** Customer inquired about options that would help lower the cost to the Postal Service, for example, having contract personnel operating at a facility for 20 to 24 hours a week, if the community can find an acceptable indoor location to house PO Boxes.
- Response:** The Postal Service has a variety of alternate access options to consider when looking at a discontinuance study. Contract Postal Units - These units provide full service retail products and services to postal customers at U.S. Postal Service prices. They are housed within a partner facility and are operated and managed by partner employees. Retailers that participate in the Contract Postal Unit program are provided USPS branding rights and signage. A build-out that meets postal regulations is required. Partners are limited to selling only USPS products and services. Contract Postal Unit partners are compensated based on performance. Operating a Contract Postal Unit increases foot traffic and provides additional customer convenience. Those interested in becoming a USPS Contract Postal Unit partner can Email us at AlternateAccess@usps.gov for more information. Village Post Offices performs the following "limited" functions: Sells Forever stamps(sold at face value); Must maintain established quantity and replenish; Provides Priority Flat Rate Boxes and Envelopes through small expedited package service display; Asks Hazmat/Security questions and stamps mailing with stamp provided (training provided by USPS); Exterior Blue collection box provided; PO Boxes (Centralized Box Unit) - Customers retain current PO Box Address; Casing of mail and rental done by carrier; Redelivery by carrier the next day or Customer can retrieve at Main Post Office; Signage on PO Box unit will address issues (rental, contents of box, etc), not the VPO contractor; Interior/Exterior location for boxes (as needed); Exterior signage; "approved postal provider"; Contract with negotiated monthly payment.
37. **Concern:** Customer inquired about what a Village Post Office concept is.

Response:

The Postal Service has a variety of alternate access options to consider when looking at a discontinuance study. Contract Postal Units - These units provide full service retail products and services to postal customers at U.S. Postal Service prices. They are housed within a partner facility and are operated and managed by partner employees. Retailers that participate in the Contract Postal Unit program are provided USPS branding rights and signage. A build-out that meets postal regulations is required. Partners are limited to selling only USPS products and services. Contract Postal Unit partners are compensated based on performance. Operating a Contract Postal Unit increases foot traffic and provides additional customer convenience. Those interested in becoming a USPS Contract Postal Unit partner can Email us at AlternateAccess@usps.gov for more information. Village Post Offices performs the following "limited" functions: Sells Forever stamps(sold at face value); Must maintain established quantity and replenish; Provides Priority Flat Rate Boxes and Envelopes through small expedited package service display; Asks Hazmat/Security questions and stamps mailing with stamp provided (training provided by USPS); Exterior Blue collection box provided; PO Boxes (Centralized Box Unit) - Customers retain current PO Box Address; Casing of mail and rental done by carrier; Redelivery by carrier the next day or Customer can retrieve at Main Post Office; Signage on PO Box unit will address issues (rental, contents of box, etc), not the VPO contractor; Interior/Exterior location for boxes (as needed); Exterior signage; "approved postal provider"; Contract with negotiated monthly payment.

38. **Concern:**

Customer inquired if the community could provide an indoor facility free of charge, how would community go about proposing this scenario to the Post Office

Response:

Proposals for free indoor space must be processed through the Postal Service Facilities Service Office. Property owners can submit a proposal, including contact information to Post Office Review Coordinator, Operations Support, 30 Karner Rd, Albany NY 12288

39. **Concern:**

Customer is interested in specific financial information in order to present a business case that makes mutual sense.

Response:

For the purpose of alternate access, contracts are competitive, so some information is considered proprietary to provide a competitive opportunity to interested parties. Other information is available through Freedom of Information: Requestor needs to reference FOIA/Freedom of Information Act, in letter. Requestor should be very specific about the info requested; i.e. does he want daily, weekly, or annual info, is he requesting lease info, utility info, salaries/benefits, for what timeframe, etc. Note – a request for a "profit and loss statement" is really not applicable since we are a government agency. Submit request in writing to: Mgr Records Office US Postal Service 475 L'Enfant Plaza SW Room 4541 Washington DC 20260-4541 If preferred, can also FAX request to (202) 268-5353

40. **Concern:**

Customer questioned a posted article from July 13th that stated 88K would be saved, which differs from the Economic savings listed in the Proposal

Response:

The difference between the savings stated in the article dated July 13th and the Economic savings listed in the Proposal are as follows: The Economic Savings includes only the minimum salary for a Postmaster in a Level 11 office, plus benefits and annual lease, less any addition costs incurred for alternate delivery. The amount of 88K stated savings is inclusive of Total Operating Expenses; which include, but are not limited to lease, utilities, salaries, and fringe benefits, including that of back up staff and transportation. In other words, the Economic Savings stated in the proposal is a very conservative figure.

41. **Concern:**

Customer questioned location and distance of other Post Offices from Fisher's Landing.

Response:

Not all customers will choose to go to Clayton for retail services. Some may choose to go to Alexandria Bay, or LaFargeville, or even Watertown. Some may even choose alternate locations during different seasons. Changing customer habits demand that we evaluate both the number and location of our retail facilities. These factors include a mail volume decline of 43.1 billion pieces nationwide in the span of four years. It also includes a falloff of 200 million customer visits and a decline of \$2 billion in retail transactions at postal-operated facilities as customers continue to demand and embrace access to Postal Service points in non-postal locations and online. That national trend is mirrored in Fisher's Landing, where we see less mail, fewer mailers and reduced revenues. Our revenues for that office in 2010 were \$23,120. This is a decline from \$26,990 in 2009, mirroring a national move away from transactions limited solely to our post offices. Today, nearly 40 million Americans will enjoy the professional services of a rural letter carrier – considered a post office on wheels for flexibility of

services that a rural carrier can provide. We are very proud to offer this service to Fisher's Landing residents who desire regular delivery of mail closer to home. And, for those who elect post office box service but not in Clayton, we can encourage them to visit the online post office box locator at www.usps.com, which shows current box availability, sizes and price. Our online locator service can help individuals select the location of post offices that best suit their regular routines.

42. **Concern:** Customer questioned number of PO box customers reported

Response: Active PO Box customer data is generated from the Webbats program. Fisher's Landing has no-fee PO Box customers that are required to submit proof of residence annually to verify they are still entitled to the no-fee PO Box service. Number of blocked boxes is not an indication of active boxes.

43. **Concern:** Customer questioned Postal response to why Fisher's Landing Post Office was selected for study for a possible discontinuance and felt the public doesn't understand or care about some out dated law.

Response: The Postal Service by law is authorized to study offices only under certain guidelines. Whether or not following the law is a favorable response, it is our obligation to uphold. We often keep office vacancies open to help us absorb displaced employees from other internal staffing changes or to permit multiple opportunities for training and development of our employees. We believe we have exhausted that need in the region at this time and are considering what we can do with this space.

44. **Concern:** Customer questioned the time of year the review process took place and felt it should have been conducted when the seasonal population could be taken into account.

Response: We review workload analysis using a time-formula assigned to the tasks of an office over an extended period. It looks at the types of transactions in an office and the complexity of those transactions. A stamp sale, a money order or a passport transaction are all credited differently. We measure customer demand, in part, by revenue figures. Some of this information, such as package sales, is proprietary. However, in most post offices with retail terminals, we pull up numbers and types of window transactions. We even see "down time." We look at what other services are available nearby at post offices or at partner businesses, like stores that sell stamps or contracted units. Finally, we consider our total operating expenses. That includes lease, salaries and benefits; replacement pay when there is an absence; training hours; equipment, stock and supplies on hand; utilities; maintenance; transportation and other operational costs. Revenue data is considered for the full year, which includes the seasonal and off season revenue.

45. **Concern:** Customer referenced a response to reducing hours to part time would require changing to a station/branch and assumed it could be run by a Postmaster Relief, which would reduce the salary expense considerably.

Response: The position of a Postmaster Relief is to substitute in place of a Postmaster or Officer in Charge of an Independent Post Office on their relief and leave days. An office that is consolidated into a station or branch can not be served by a Postmaster Relief under current Labor Relations guidelines.

46. **Concern:** Customer stated that it is nice not to have to wait in long lines.

Response: Many transactions that use to be conducted at the Post Office can be conducted through alternate access channels. This can save trips to the Post Office for the more complex transactions. While lines may be longer at some offices than others, it stands to reason that if there are limited transactions, there is also a decreased workload, which would not support an 8 hour shift.

47. **Concern:** Customer suggested centralized delivery and collection

Response: The Postal Service is looking into centralized delivery in the Fishers Landing area.

48. **Concern:** Customer suggested closing the post office on Saturdays.

Response: The Senate subcommittee chairman introduced a bill that addresses the financial issues confronting the Postal Service. Among other provisions, the proposal authorizes a transition to a 5-day delivery schedule. At this stage, it is still a bill.

49. **Concern:** Customer was concerned that they would not know where to have mail sent back to (seasonal customer)

Response: We're here to help. Call 1-800-ASK-USPS® (1-800-275-8777) M-F - 8:00am-8:30pm ET Sat - 8:00am-6:00pm ET Sunday - Closed Holidays - Closed except for: Martin Luther King Jr., President's, Columbus, and Veteran's Days, 9:00am - 6:00pm ET.

50. **Concern:** Customers asked what other ways USPS was trying to make up the deficit, other than closing their post office.

Response: Closing small offices is one step of many which are being examined and, depending on circumstances, initiated. Additionally, there are bills before Congress to address: overpaid pensions, 5 day delivery, and pre-funded Health Benefit Relief. The Postal Service has actively made reductions at all levels of the organization, including: a 20 % reduction in administrative positions, as well as reducing one Area and seven District offices

51. **Concern:** Customers asked why their Post Office was being discontinued while others were retained.

Response: Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

52. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to Clayton Post Office to pick up their mail.

Response: Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the Clayton postmaster.

53. **Concern:** Customers expressed concern over a postal representative not being customer oriented

Response: The Postal Service is very interested in the service needs of the community and customer feedback is crucial to improving service. Concerns raised by the community will be investigated by the Postal Service and appropriate actions will be taken.

54. **Concern:** Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community

Response: The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

55. **Concern:** Customers inquired about a small Postal Contract Unit or a mail route

Response: The proposal is to provide delivery services via a rural route. Contract Postal Units are awarded competitively. The Fishers Landing area has very few business; and they are seasonal. Centralized Box Unit delivery is an option we are exploring, which would be serviced by the rural carrier.

56. **Concern:** Customers questioned the reasoning for closing Post Offices

Response: The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue. The Postal Service of the future will be smaller, leaner and more competitive. But it will continue to drive commerce, service communities and deliver value. As a self-supporting government enterprise, the Postal Service receives no tax dollars. It relies solely on the sale of postage, products and services to pay for operating expenses. Revenue generation is a matter of business survival.

57. **Concern:** Customers were concerned why the postmaster position was not filled.

Response: All management positions were frozen in anticipation of the reorganization efforts.

58. **Concern:** Customers were concerned about alternate access.

Response: Please note that during this study, the Postal Service is exploring several options for alternate delivery. This may include any of the following: centralized delivery units in Fishers Landing; expanding 24 hr. lobby access to Clayton Post Office; or a Village Post Office concept (new).

59. **Concern:** Customer expressed a concern, regarding possible Neighborhood Delivery and Collection Box Unit service, about irregular hours and the difficulty of meeting the carrier when he is there.

Response: Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often affect delivery times. Retail services may also be obtained at the Clayton post office located 5 miles away.

60. **Concern:** Customer expressed an interest in having rural delivery rather than travel to Clayton Post Office.

Response: Comment noted and added to the record. Neighborhood Delivery and Collection Box Units will be considered as a possible delivery option.

61. **Concern:** Customers asked how much the Fishers Landing Post Office costs to operate.

Response: Financial data is proprietary information. Specific savings will be noted if a proposal to close is pursued.

62. **Concern:** Customers asked, what does the Postmaster retiring have to do with closing the office.

Response: Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

63. **Concern:** Customers expressed a concern about what would happen to the Fishers Landing Post Office building.

Response: The Postal Service is required to return the leased facility to its original condition. The landlord would determine what use to make of the building subsequent to discontinuance.

64. **Concern:** Customers expressed concern that there was not enough dockage in Clayton for island people, who would have to walk two or three blocks to the Post Office there.

Response: Concern noted and added to the official record.

65. **Concern:** Customers expressed concern that there was not sufficient space in the Clayton Post Office for the number of additional Post Office Boxes that would be required.

Response: A site visit was conducted and it has been determined that there would be sufficient space at the Clayton Post Office for additional boxes required.

66. **Concern:** Customers felt inclement weather and poor road conditions might impede their ability to travel to another office.

Response: Neighborhood Delivery and Collection Box Units will be considered as an option.

67. **Concern:** Customers felt the cost of postage was increasing while service was decreasing

Response: The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2001.

68. **Concern:** Customers questioned the economic savings of the proposed discontinuance

Response: The Postal Service estimates a positive annual savings.

69. **Concern:** Customers stated that many summer residents have not returned yet and would not have an opportunity to have input.

Response: If a recommendation to discontinue the Post Office is made, customers will have further opportunities to comment or appeal.

70. **Concern:**

Customers were concerned about the limited hours of operation at the Clayton post office

Response:

Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. The Clayton Post Office will provide at least the same number of window service hours as the Fishers Landing post office.

Some advantages of the proposal are:

1. The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.
4. A change in your PO Box Fees may be a result of this proposal.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Fishers Landing is an unincorporated community located in Jefferson County. The community is administered politically by Town of Orleans. Police protection is provided by the New York State Police. Fire protection is provided by the Fishers Landing Volunteer Fire Dept. The community is comprised of retirees, self-employed, seasonal, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Church of the Nazarene, Omar/Fishers Ldg Meth Church, Foxey's Restaurant (seasonal), Chalks Marina & Boat Sales (seasonal), Bill & Jacks Marina (seasonal), Audio Visual Plus, Wooden Boat, Vol Fire Dept, Fishers Ldg Racing Club, Samson Const, Green Structures, Hebergers, Scott Smith, Thousand Island Animal Hosp, Thous Is Auto Sales, St. Lawrence Pottery, PJ's Motel & River Rat Rest, Meyer's Marine, 4th Coast Inc, Amer Legion Colon Couch Post, Thous Is Blue Grass Preservation Soc. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Fishers Landing Post Office will be available at the Clayton Post Office. Government forms normally provided by the Post Office will also be available at the Clayton Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

1. **Concern:** Customer expressed a concern about the loss of the community bulletin board at the Post Office.
Response: Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information.
2. **Concern:** Customers expressed concern for loss of community identity
Response: A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Fishers Landing Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
3. **Concern:** Customers felt closing the Fishers Landing Post Office would cause property values to decline.
Response: There is no evidence to indicate that property values decline when a Post Office is discontinued. There has been minimal growth in the area and carrier service can accommodate any future growth.
4. **Concern:** Customer expressed a concern about the loss of the community bulletin board at the Post Office. Customer added that there is no retail outlet or grocery store in the community.

- Response:** The Clayton Post Office may have a public bulletin board which may be used to post the same information. Community bulletin boards in Postal facilities have certain restrictions on what can be posted. Additionally, perhaps the Town or the fire house would be willing to erect a bulletin board for community use.
5. **Concern:** Customer felt email address should be made available for customer comments
- Response:** Data gathering of customer concerns is an ad hoc task. Comments taken during the community meeting, via US Mail, or by phone call to the contact point listed on the community meeting notice will ensure that concerns are directed to one centralized point of contact.
6. **Concern:** Customers expressed a concern that summer residents had not returned to the area yet and would not have an opportunity to ask questions or raise concerns.
- Response:** There are a number of posting requirements and comment periods before any final decision or implementation would be made. All customers will have several opportunities to ask questions and make comments.
7. **Concern:** Customers felt the loss of a Post Office would have a detrimental effect on the business community.
- Response:** Businesses generally require regular and effective postal services, and these will always be provided to the community. There has been no indication that the business community would be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.
8. **Concern:** Customers were concerned about loss of employment in the community.
- Response:** The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.
9. **Concern:** Customers were concerned about the loss of a gathering place and an information center.
- Response:** Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.
10. **Concern:** Customers were concerned about the loss of a gathering place and an information center.
- Response:** Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on May 02, 2008. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 35,948 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 33,168
Fringe Benefits @ 33.5%	\$ 11,111
Annual Lease Costs	<u>+ \$ 4,200</u>
Total Annual Costs	\$ 48,479
Less Annual Cost of Replacement Service	<u>- \$ 12,531</u>
Total Annual Savings	<u>\$ 35,948</u>

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Fishers Landing, NY Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Clayton Post Office, located five miles away.

The postmaster retired on May 02, 2008. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Fishers Landing Post Office provided delivery and retail service to 69 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged 13. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$35,948 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Fishers Landing Post Office and Clayton Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.



JEFFREY SANDS
Manager, Post Office Operations

05/13/2011
Date

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared 06/24/2011																								
2. Post Office Name FISHERS LANDING		3. State and ZIP + 4 Code NY, 13641-9998																										
4. District, Customer Service ALBANY PFC	5. Area, Customer Service NORTHEAST	6. County Jefferson	7. Congressional District 23																									
8. Reason for Proposal to Discontinue This office is small level 11 with no delivery. Decreasing customer base and decreasing revenue. Management initiated study to determine if regular and effective service can be provided through other means.		9. PO Emergency Suspend (Reason and Date) No Suspension		10. Proposed Permanent Alternate Service																								
11. Staffing		12. Hours of Service																										
a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: retired Occupied 05/02/2008 b. <input type="checkbox"/> OIC <input type="checkbox"/> Career <input checked="" type="checkbox"/> Non-Career c. Current PM POSITION Level (150) Downgraded from EAS-11 d. No of Clerks- 0 No of Career- 0 No of Non-Career- 0 e. No of Others- 0 No of Career- 0 No of Non-Career- 0		a. Time M-F 08:00 to 12:00 and 13:00 to 16:45 Sat 08:00 to 09:45 Total Window Hours Per Week a. Lobby Time M-F 08:00 to 17:00 Sat 08:00 to 10:00 40.50																										
13. Number of Customers Served		14. Daily Volume (Pieces)																										
a. General Delivery 0 b. P.O. Box 69 c. City Delivery 0 d. Rural Delivery 0 e. Highway Contract Route Box 0 f. Total 69 g. No. Receiving Duplicate Service 0 h. Average No. Daily Transactions 12.80		<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th>Types of Mail</th> <th>Received</th> <th>Dispatched</th> </tr> </thead> <tbody> <tr><td>a. First-Class</td><td>144</td><td>21</td></tr> <tr><td>b. Newspaper</td><td>58</td><td>1</td></tr> <tr><td>c. Parcel</td><td>3</td><td>3</td></tr> <tr><td>d. Other</td><td>0</td><td>0</td></tr> <tr><td>e. Total</td><td>205</td><td>25</td></tr> <tr><td>f. No. of Postage Meters</td><td></td><td>0</td></tr> <tr><td>g. No. of Permits</td><td></td><td>0</td></tr> </tbody> </table>			Types of Mail	Received	Dispatched	a. First-Class	144	21	b. Newspaper	58	1	c. Parcel	3	3	d. Other	0	0	e. Total	205	25	f. No. of Postage Meters		0	g. No. of Permits		0
Types of Mail	Received	Dispatched																										
a. First-Class	144	21																										
b. Newspaper	58	1																										
c. Parcel	3	3																										
d. Other	0	0																										
e. Total	205	25																										
f. No. of Postage Meters		0																										
g. No. of Permits		0																										
Finances a. FY 2008 2009 2010		Receipts \$ 24,274 \$ 26,990 \$ 23,120	b. EAS Step 1 PM Basic Salary (no Cola) \$ 33168	c. PM Fringe Benefits (33.5% of b.) \$11,111																								
15a. Quarters																												
<input type="checkbox"/> Postal Owned <input checked="" type="checkbox"/> Leased (if Leased, Expiration Date) 04/14/2018 Annual Lease \$ 4200 30-day cancellation clause? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (if Yes, must vacate by) Located in: <input type="checkbox"/> Business <input type="checkbox"/> Home <input checked="" type="checkbox"/> Other Suitable alternate quarters available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No																												
15b. Explain: No lease termination clause. Possible buy-out. Alternate service at Clayton Post Office																												
17. Schools, Churches and Organization in Service Area: No: 2 Church of the Nazarene, Omar/Fishers Ldg Meth Church		19. Administrative/Emanating Office (Proposed): Name CLAYTON EAS Level 18 Miles Away 5.0 09:00 to 12:00 and Window Service Hours: M-F 13:00 to 16:30 SAT 09:00 to 12:00 Lobby Hours: M-F 7:30 to 17:00 SAT 7:30 to 12:00 PO Boxes Available: 97																										
18. Businesses in Service Area: No: 19 Foxey's Restaurant (seasonal), Chalks Marina & Boat Sales (seasonal), Bill & Jacks Marina (seasonal), Audio Visual Plus, Wooden Boat, Vol Fire Dept, Fishers Ldg Racing Club, Samson Const, Green Structures, Hebergers, Scott Smith, Thousand Island Animal Hosp, Thous Is Auto Sales, St. Lawrence Pottery, P.J's Motel & River Rat Rest, Meyer's Marine, 4th Coast Inc, Amer Legion Colon Couch Post, Thous Is Blue Grass Preservation Soc.		20. Nearest Post Office (if different from above): Name CLAYTON EAS Level 18 Miles Away 5.0 Window Service Hours: M-F 09:00 16:30 SAT 09:00 12:00 Lobby Hours: M-F SAT PO Boxes Available: 0																										
21. Prepared by																												
Printed Name and Title NADINE TREMBLAY		Signature NADINE TREMBLAY		Telephone No. AC () (518) 452-4085																								
PO Discontinuance Coordinator Name NADINE TREMBLAY		Location ALBANY, NY																										



07/20/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record
FISHERS LANDING
Docket Number 1363430 - 13641

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.

A handwritten signature in dark ink, appearing to read "Ed. Phelan", with a large, stylized flourish at the end.

EDWARD PHELAN
District Manager

LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code: FISHERS LANDING, NY, 13641-9998

EAS Level: 11

District: ALBANY PFC

County: JEFFERSON

Congressional District: 23

Proposal: ☒ Close ☐ Consolidate

Reason For Proposed: retired

Alternate Service Proposed: Rural Route Service

Customers Affected:

Post Office Box: 69

General Delivery: 0

Rural Route: 0

Highway Contract Route (HCR): 0

City Route: 0

Intermediate Rural: 0

Intermediate HCR: 0

Total number of customers: 69

Date	Action
	Office suspended. Reason suspended:
	Suspension notice sent to Headquarters.
05/02/2008	Postmaster vacancy occurred. Reason: retired
	OIC: Career: 0 Noncareer: 0 Other Employees: 0
02/23/2011	District manager authorization to study.
	Questionnaires sent to customers. Number sent: 84 Number Returned: 47
04/15/2011	Analysis: Favorable 8 Unfavorable 23 No Opinion 16
	Petition received. Number of signatures: 0
	Concerns expressed:
05/09/2011	Congressional inquiry received: Yes
	Concerns expressed:
	Asked to take into consideration several factors to limit the potential impact on small communities. (comments raised should be thoughtfully considered before any decisions are made). If a decision is made to close or consolidate a particular facility, asked to make available to the public detailed, individual analysis of why that facility is appropriate for such action in advance of the period for customer appeal. (note: details are provided during the 60 day comment period - no final decision has been made at this time)
05/12/2011	Proposal and checklist sent to district for review.
	Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4920 attached).
05/12/2011	Proposal and invitation for comments posted and round-dated.
07/19/2011	Proposal and invitation for comments removed and round-dated.
	Comment Analysis:
	Favorable 3 Unfavorable 18 No Opinion 9 30
None	Premature PRC appeal received.
	Concerns expressed:
06/24/2011	Updated PS Form 4920 completed (if necessary).
07/20/2011	Certification of the official record.
	District transmittal of official record to vice president, Delivery and Retail, and copy of transmittal letter to vice president, Area Operations.
07/21/2011	Headquarters logged in official record (option entry).
08/04/2011	Record returned to district for additional consideration.
	Record returned as not warranted.
08/09/2011	Final determination posted at affected office(s) and round-dated.
	Final determination removed and round-dated.
	Postal Bulletin Post Office Change Announcement form sent to Headquarters.
	No appeals letter received from Headquarters.
09/02/2011	Appeal to PRC received.
	PRC opinion received on appeal:
	Affirmed: Remanded: USPS Withdrawn:
	Address management systems notified to updated AMS report.
	Discontinuance announced in Postal Bulletin No.: Effective date:

Review Coordinator/person most familiar with the case:

NADINE TREMBLAY
Name/Title

NADINE TREMBLAY
District Post Office Review Coordinator

(518) 452-4085
Telephone Number

(518) 452-4085
Telephone Number



07/21/2011

VICE PRESIDENT, DELIVERY AND POST OFFICE OPERATIONS
UNITED STATES POSTAL SERVICE
475 L'ENFANT PLAZA ROOM 5621
WASHINGTON DC 20260-5621

SUBJECT: Official Record

Enclosed for your review and approval is the official record to discontinue the Fishers Landing Post Office.

All appropriate actions have been taken, and we have considered the concerns/comments of affected customers. The record has been thoroughly reviewed, and all necessary documentation is included. All documents in the record are numbered and contain docket and item numbers on each page and a chronological index of all documents in the record is included. Effective and regular service will be provided to community residents by permanently implementing the alternative service proposed.

Refer questions about this Post Office discontinuance to Nadine Tremblay, Post Office Review Coordinator, at (518) 452-4085 or Jeffrey Sands Manager Post Office Operations.

A handwritten signature in dark ink, appearing to read "Ed. Phelan", with a stylized flourish at the end.

EDWARD PHELAN
DISTRICT MANAGER
30 KARNER RD
ALBANY, NY 12288-9992

Enclosures:

One copy of record (<http://hqcsopps.usps.gov/public/dis/4B/P1363430.pdf>)
Headquarters acknowledgment of receipt of official record (optional)
Self-addressed envelope

cc: Vice President, NORTHEAST Area (no enclosures)

Headquarters Acknowledgment of Receipt of Official Record

The official record to consolidate the FISHERS LANDING was received by 08/04/2011.
Please contact the Headquarters coordinator at (202) 268-5083 or the address below for additional information regarding its status.

475 L'ENFANT PLAZA SW ROOM 6700
WASHINGTON DC 20260-6700

Enclosure: (self-addressed envelope)

***Note:** The acknowledgment form is optional and to be used at the district's discretion. Please provide the following memorandum **and** **and a self-addressed return envelope** if you wish to receive an acknowledgment of Headquarters receipt of the record.

DOCKET NO. 1363430-13641
ITEM NO. 47
PAGE 1

Date of Posting: 08/09/2011

Date of Removal: 09/10/2011

FINAL DETERMINATION TO CLOSE
THE FISHERS LANDING, NY POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1363430 - 13641

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Fishers Landing, NY Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Clayton Post Office, located five miles away.

The postmaster position became vacant when the postmaster retired on May 02, 2008. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for possible closing or consolidation due to the following reasons: This office is small level 11 with no delivery. Decreasing customer base and decreasing revenue. Management initiated study to determine if regular and effective service can be provided through other means.

The Fishers Landing Post Office, an EAS-11 level, provides service from 08:00 to 12:00 and 13:00 to 16:45 Monday - Friday, 08:00 to 09:45 Saturday and lobby hours of 08:00 to 17:00 on Monday - Friday and 08:00 to 10:00 on Saturday to 69 post office box or general delivery customers and no delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 13 transaction(s) accounting for 15 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$24,274 (63 revenue units) in FY 2008; \$26,990 (70 revenue units) in FY 2009; and \$23,120 (60 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On April 29, 2011, representatives from the Postal Service were available at Fishers Landing Post Office Lobby (Open House format) to answer questions and provide information to customers. 43 customer(s) attended the meeting.

On April 15, 2011, 84 questionnaires were distributed to delivery customers of the Fishers Landing Post Office. Questionnaires were also available over the counter for retail customers at the Fishers Landing Post Office. 47 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 8 favorable, 23 unfavorable, and 16 expressed no opinion.

One congressional inquiry was received on May 09, 2011.

When this final determination is implemented, delivery and retail services will be provided by the Clayton Post Office, an EAS-18 level office. Window service hours at the Clayton Post Office are from 09:00 to 12:00 and 13:00 to 16:30, Monday through Friday, and 09:00 to 12:00 on Saturday. There are 97 post office boxes available.

The proposal to close the Fishers Landing Post Office was posted with an invitation for comment at the Fishers Landing Post Office and Clayton Post Office from May 13, 2011 to July 14, 2011. The following additional concerns were received during the proposal posting period:

- | | |
|--------------------|--|
| 1. Concern: | Customer assumes that Revenue units means paid PO Boxes and that it doesn't seem right to close a post office because they don't generate box revenue. |
| Response: | Revenue units does not mean the same thing as PO Box revenue and is not the basis for proposing to discontinue a Post Office. By regulation, we do not close post offices based solely upon revenue figures. We look at several elements that include office workload, customer demand and availability of alternatives. Finances are a part of the data collected. Consistent application of these metrics gives us an even-handed approach to studying offices around the nation. |
| 2. Concern: | Customer concern about cost of gas to travel to another Post Office |
| Response: | With a workforce that travels 1.25 billion miles on the road each year in support of mail services, a growing fleet of environmentally responsible vehicles and a price structure that suffers \$1 million in added costs whenever gas prices bump up just one penny, the Postal Service is sensitive to concerns for gas prices and travel. We are expanding our options to include centralized delivery services in some locations. We have received a notice of interest from local establishments in your area regarding placement of centralized delivery units within the community, which could minimize the need to travel to retrieve mail. |
| 3. Concern: | Customer concern that delivery is not possible because they reside on Bayside Island |
| Response: | The Postal Service is looking into centralized delivery in the Fishers Landing area. |
| 4. Concern: | Customer concerned if Post Office closed, would mailboxes be placed at the landing or elsewhere. |
| Response: | The Postal Service is looking into centralized delivery in the Fishers Landing area. |

5. **Concern:** Customer concerned that PO Boxes must be located in Fishers Landing
- Response:** Postal Service is exploring several options for alternate delivery. This may include any of the following: centralized delivery units in Fishers Landing; expanding 24 hr. lobby access to Clayton Post Office; or a Village Post Office concept (new).
6. **Concern:** Customer expressed a concern about package delivery and pickup
- Response:** For carrier pick up of packages, you can contact the adminoffice Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.
7. **Concern:** Customer expressed concern that local Post Offices are being shuttered without regard to the impact of the community.
- Response:** Closing small offices is one step of many which are being examined and, depending on circumstances, initiated. Additionally, there are bills before Congress to address: overpaid pensions, 5 day delivery, and pre-funded Health Benefit Relief. The Postal Service has actively made reductions at all levels of the organization, including: a 20 % reduction in administrative positions, as well as reducing one Area and seven District offices
8. **Concern:** Customer expressed concern that the USPS financial crisis is understandable, however customers may turn to other shippers and increased use of internet for communication.
- Response:** For decades, the Postal Service expanded its national infrastructure to accommodate an expanding nation and increasing volumes of mail. The number of post offices, processing centers, vehicles and employees increased exponentially. But that's no longer the case. Mail volume has been on the decline since 2006, and subsequently, postal revenue. The increased use of electronic communications, economic recession and our obligations to prepay retiree health benefits has created a situation USPS has never faced — the need to adjust its entire infrastructure at every level. The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue. The Postal Service of the future will be smaller, leaner and more competitive. But it will continue to drive commerce, service communities and deliver value. As a self-supporting government enterprise, the Postal Service receives no tax dollars. It relies solely on the sale of postage, products and services to pay for operating expenses. Revenue generation is a matter of business survival.
9. **Concern:** Customer expressed having home mail delivery in the past, and was surprised that mail had to be picked up at the Post Office in Fisher's Landing. Customer was not happy at first, but found it convenient over time.
- Response:** The Postal Service is required to provide one free form of delivery. When street delivery is not feasible, customers are afforded no-fee PO Box service.
10. **Concern:** Customer had a concern about lack of supplies at Fishers's Landing.
- Response:** Ready Post shipping supplies (boxes, tape, bubble wrap, etc.) are typically available at post offices for a fee. The variety of supplies available is partially determined by the amount of products sold over a period of time. For example, some decorative packaging products may only be available in offices that sell in larger volume. Commonly sold products should be restocked accordingly.
11. **Concern:** Customer indicated several community members have explored ways to keep the PO Boxes in a building and would like the opportunity to discuss these possible locations with a postal service representative.
- Response:** USPS representative contacted customer and advised to send in a list of contacts and phone numbers of any parties that have an interest in being considered as a centralized delivery unit site.

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PAGE 4

12. Concern:

Customer inquired about options that would help lower the cost to the Postal Service, for example, having contract personnel operating at a facility for 20 to 24 hours a week, if the community can find an acceptable indoor location to house PO Boxes.

Response:

The Postal Service has a variety of alternate access options to consider when looking at a discontinuance study. Contract Postal Units - These units provide full service retail products and services to postal customers at U.S. Postal Service prices. They are housed within a partner facility and are operated and managed by partner employees. Retailers that participate in the Contract Postal Unit program are provided USPS branding rights and signage. A build-out that meets postal regulations is required. Partners are limited to selling only USPS products and services. Contract Postal Unit partners are compensated based on performance. Operating a Contract Postal Unit increases foot traffic and provides additional customer convenience. Those interested in becoming a USPS Contract Postal Unit partner can Email us at AlternateAccess@usps.gov for more information. Village Post Offices performs the following "limited" functions: Sells Forever stamps(sold at face value); Must maintain established quantity and replenish; Provides Priority Flat Rate Boxes and Envelopes through small expedited package service display; Asks Hazmat/Security questions and stamps mailing with stamp provided (training provided by USPS); Exterior Blue collection box provided; PO Boxes (Centralized Box Unit) - Customers retain current PO Box Address; Casing of mail and rental done by carrier; Redelivery by carrier the next day or Customer can retrieve at Main Post Office; Signage on PO Box unit will address issues (rental, contents of box, etc), not the VPO contractor; Interior/Exterior location for boxes (as needed); Exterior signage; "approved postal provider"; Contract with negotiated monthly payment.

13. Concern:

Customer inquired about what a Village Post Office concept is.

Response:

The Postal Service has a variety of alternate access options to consider when looking at a discontinuance study. Contract Postal Units - These units provide full service retail products and services to postal customers at U.S. Postal Service prices. They are housed within a partner facility and are operated and managed by partner employees. Retailers that participate in the Contract Postal Unit program are provided USPS branding rights and signage. A build-out that meets postal regulations is required. Partners are limited to selling only USPS products and services. Contract Postal Unit partners are compensated based on performance. Operating a Contract Postal Unit increases foot traffic and provides additional customer convenience. Those interested in becoming a USPS Contract Postal Unit partner can Email us at AlternateAccess@usps.gov for more information. Village Post Offices performs the following "limited" functions: Sells Forever stamps(sold at face value); Must maintain established quantity and replenish; Provides Priority Flat Rate Boxes and Envelopes through small expedited package service display; Asks Hazmat/Security questions and stamps mailing with stamp provided (training provided by USPS); Exterior Blue collection box provided; PO Boxes (Centralized Box Unit) - Customers retain current PO Box Address; Casing of mail and rental done by carrier; Redelivery by carrier the next day or Customer can retrieve at Main Post Office; Signage on PO Box unit will address issues (rental, contents of box, etc), not the VPO contractor; Interior/Exterior location for boxes (as needed); Exterior signage; "approved postal provider"; Contract with negotiated monthly payment.

14. Concern:

Customer inquired if the community could provide an indoor facility free of charge, how would community go about proposing this scenario to the Post Office

Response:

Proposals for free indoor space must be processed through the Postal Service Facilities Service Office. Property owners can submit a proposal, including contact information to Post Office Review Coordinator, Operations Support, 30 Karner Rd, Albany NY 12288

15. Concern:

Customer is interested in specific financial information in order to present a business case that makes mutual sense.

Response:

For the purpose of alternate access, contracts are competitive, so some information is considered proprietary to provide a competitive opportunity to interested parties. Other information is available through Freedom of Information: Requestor needs to reference FOIA/Freedom of Information Act, in letter. Requestor should be very specific about the info requested; i.e. does he want daily, weekly, or annual info, is he requesting lease info, utility info, salaries/benefits, for what timeframe, etc. Note - a request for a "profit and loss statement" is really not applicable since we are a government agency. Submit request in writing to: Mgr Records Office US Postal Service 475 L'Enfant Plaza SW Room 4541 Washington DC 20260-4541 If preferred, can also FAX request to (202) 268-5353

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ITEM NO. 47

PAGE ¹⁶ Concern: 5

Response:

Customer questioned a posted article from July 13th that stated 88K would be saved, which differs from the Economic savings listed in the Proposal

The difference between the savings stated in the article dated July 13th and the Economic savings listed in the Proposal are as follows: The Economic Savings includes only the minimum salary for a Postmaster in a Level 11 office, plus benefits and annual lease, less any addition costs incurred for alternate delivery. The amount of 88K stated savings is inclusive of Total Operating Expenses; which include, but are not limited to lease, utilities, salaries, and fringe benefits, including that of back up staff and transportation. In other words, the Economic Savings stated in the proposal is a very conservative figure.

17. **Concern:**

Customer questioned location and distance of other Post Offices from Fisher's Landing.

Response:

Not all customers will choose to go to Clayton for retail services. Some may choose to go to Alexandria Bay, or LaFargeville, or even Watertown. Some may even choose alternate locations during different seasons. Changing customer habits demand that we evaluate both the number and location of our retail facilities. These factors include a mail volume decline of 43.1 billion pieces nationwide in the span of four years. It also includes a falloff of 200 million customer visits and a decline of \$2 billion in retail transactions at postal-operated facilities as customers continue to demand and embrace access to Postal Service points in non-postal locations and online. That national trend is mirrored in Fisher's Landing, where we see less mail, fewer mailers and reduced revenues. Our revenues for that office in 2010 were \$23,120. This is a decline from \$26,990 in 2009, mirroring a national move away from transactions limited solely to our post offices. Today, nearly 40 million Americans will enjoy the professional services of a rural letter carrier – considered a post office on wheels for flexibility of services that a rural carrier can provide. We are very proud to offer this service to Fisher's Landing residents who desire regular delivery of mail closer to home. And, for those who elect post office box service but not in Clayton, we can encourage them to visit the online post office box locator at www.usps.com, which shows current box availability, sizes and price. Our online locator service can help individuals select the location of post offices that best suit their regular routines.

18. **Concern:**

Customer questioned number of PO box customers reported

Response:

Active PO Box customer data is generated from the Webbats program. Fisher's Landing has no-fee PO Box customers that are required to submit proof of residence annually to verify they are still entitled to the no-fee PO Box service. Number of blocked boxes is not an indication of active boxes.

19. **Concern:**

Customer questioned Postal response to why Fisher's Landing Post Office was selected for study for a possible discontinuance and felt the public doesn't understand or care about some out dated law.

Response:

The Postal Service by law is authorized to study offices only under certain guidelines. Whether or not following the law is a favorable response, it is our obligation to uphold. We often keep office vacancies open to help us absorb displaced employees from other internal staffing changes or to permit multiple opportunities for training and development of our employees. We believe we have exhausted that need in the region at this time and are considering what we can do with this space.

20. **Concern:**

Customer questioned the time of year the review process took place and felt it should have been conducted when the seasonal population could be taken into account.

Response:

We review workload analysis using a time-formula assigned to the tasks of an office over an extended period. It looks at the types of transactions in an office and the complexity of those transactions. A stamp sale, a money order or a passport transaction are all credited differently. We measure customer demand, in part, by revenue figures. Some of this information, such as package sales, is proprietary. However, in most post offices with retail terminals, we pull up numbers and types of window transactions. We even see "down time." We look at what other services are available nearby at post offices or at partner businesses, like stores that sell stamps or contracted units. Finally, we consider our total operating expenses. That includes lease, salaries and benefits; replacement pay when there is an absence; training hours; equipment, stock and supplies on hand; utilities; maintenance; transportation and other operational costs. Revenue data is considered for the full year, which includes the seasonal and off season revenue.

21. **Concern:**

Customer referenced a response to reducing hours to part time would require changing to a station/branch and assumed it could be run by a Postmaster Relief, which would reduce the salary expense considerably.

DOCKET NO. 1363430-1364

ITEM NO. 47

PAGE Response: 6

The position of a Postmaster Relief is to substitute in place of a Postmaster or Officer in Charge of an Independent Post Office on their relief and leave days. An office that is consolidated into a station or branch can not be served by a Postmaster Relief under current Labor Relations guidelines.

22. **Concern:** Customer stated that it is nice not to have to wait in long lines.
- Response:** Many transactions that use to be conducted at the Post Office can be conducted through alternate access channels. This can save trips to the Post Office for the more complex transactions. While lines may be longer at some offices than others, it stands to reason that if there are limited transactions, there is also a decreased workload, which would not support an 8 hour shift.
23. **Concern:** Customer suggested centralized delivery and collection
- Response:** The Postal Service is looking into centralized delivery in the Fishers Landing area.
24. **Concern:** Customer suggested closing the post office on Saturdays.
- Response:** The Senate subcommittee chairman introduced a bill that addresses the financial issues confronting the Postal Service. Among other provisions, the proposal authorizes a transition to a 5-day delivery schedule. At this stage, it is still a bill.
25. **Concern:** Customer was concerned that they would not know where to have mail sent back to (seasonal customer)
- Response:** We're here to help. Call 1-800-ASK-USPS® (1-800-275-8777) M-F - 8:00am-8:30pm ET Sat - 8:00am-6:00pm ET Sunday - Closed Holidays - Closed except for: Martin Luther King Jr., President's, Columbus, and Veteran's Days, 9:00am - 6:00pm ET.
26. **Concern:** Customers asked what other ways USPS was trying to make up the deficit, other than closing their post office.
- Response:** Closing small offices is one step of many which are being examined and, depending on circumstances, initiated. Additionally, there are bills before Congress to address: overpaid pensions, 5 day delivery, and pre-funded Health Benefit Relief. The Postal Service has actively made reductions at all levels of the organization, including: a 20 % reduction in administrative positions, as well as reducing one Area and seven District offices
27. **Concern:** Customers asked why their Post Office was being discontinued while others were retained.
- Response:** Post Offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
28. **Concern:** Customers expressed concern for those customers with disabilities who are not able to go to Clayton Post Office to pick up their mail.
- Response:** Customers are not required to travel to another Post Office to receive mail or obtain retail services. These services will be provided by the carrier to a roadside mailbox located close to customers' residences. In hardship cases, delivery can be made to the home of a customer. Changes in the type of delivery are considered where service by existing methods would impose an extreme physical hardship for an individual customer. Any request for a change in delivery method must be submitted in writing to the Clayton postmaster.
29. **Concern:** Customers expressed concern over a postal representative not being customer oriented
- Response:** The Postal Service is very interested in the service needs of the community and customer feedback is crucial to improving service. Concerns raised by the community will be investigated by the Postal Service and appropriate actions will be taken.
30. **Concern:** Customers expressed concern over the apparent lack of interest by the Postal Service for the needs of the community
- Response:** The Postal Service is required to provide each community with regular and effective service, using the most cost efficient means possible. The proposed alternate delivery service will meet the mailing and service needs of the community in a more cost effective manner.

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Response:

Customers inquired about a small Postal Contract Unit or a mail route

The proposal is to provide delivery services via a rural route. Contract Postal Units are awarded competitively. The Fishers Landing area has very few business; and they are seasonal. Centralized Box Unit delivery is an option we are exploring, which would be serviced by the rural carrier.

32. **Concern:**

Customers questioned the reasoning for closing Post Offices

Response:

The Postal Service has developed and begun implementing a range of cost-reducing initiatives. These include: consolidating operations, adjusting delivery routes, restructuring administrative and processing functions and closing district offices. We also have introduced several new products and services, including Priority Mail Flat Rate boxes and Adult Signature service, in an effort to grow revenue. The Postal Service of the future will be smaller, leaner and more competitive. But it will continue to drive commerce, service communities and deliver value. As a self-supporting government enterprise, the Postal Service receives no tax dollars. It relies solely on the sale of postage, products and services to pay for operating expenses. Revenue generation is a matter of business survival.

33. **Concern:**

Customers were concerned why the postmaster position was not filled.

Response:

All management positions were frozen in anticipation of the reorganization efforts.

34. **Concern:**

Customers were concerned about alternate access.

Response:

Please note that during this study, the Postal Service is exploring several options for alternate delivery. This may include any of the following: centralized delivery units in Fishers Landing; expanding 24 hr. lobby access to Clayton Post Office; or a Village Post Office concept (new).

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

1. **Concern:**

Customer expressed a concern about an inadequate number of mail boxes during the summer season.

Response:

We can review two possible options that may eliminate this problem: adding a swivel unit for Fishers Landing PO Box customers in the Clayton lobby or a centralized delivery unit in Fisher's Landing.

2. **Concern:**

Customer expressed a concern about parking conditions at Clayton Post Office.

Response:

A site visit was conducted and it has been determined that there is adequate parking. Please note that during this study, the Postal Service is exploring several options for alternate delivery. This may include any of the following: centralized delivery units in Fishers Landing; expanding 24 hr. lobby access to Clayton Post Office; or a Village Post Office concept (new).

3. **Concern:**

Customer expressed a concern that purchasing stamps and sending parcels would be impossible.

Response:

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately. Package services are available at Clayton Post Office. We are currently exploring additional options for package services.

4. **Concern:**

Customer expressed a concern that they would not be able to obtain their mail early in the day and would have to travel to mail packages and purchase special services.

Response:

Post Office Box customers would retain their PO Box address and current PO box service at Clayton Post Office. Additionally, you WILL NOT be required to change your address. We are currently exploring additional options for package services.

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5. Concern: _____

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Response: _____

Customer expressed concern about working from home and needed frequent access to Post Office.

The customer concerns have been duly noted. We are exploring additional alternate options for retail and delivery services.

6. Concern:

Customer expressed concern that nothing less than carrier route delivery to their home is acceptable. Excessive travel is not economical or "green".

Response:

Excessive travel is not economical or "green". Please note that during this study, the Postal Service is exploring several options for alternate delivery. This may include any of the following: centralized delivery units in Fishers Landing; expanding 24 hr. lobby access to Clayton Post Office; or a Village Post Office concept (new).

7. Concern:

Customer had a concern with mail being forwarded to Florida.

Response:

To have the forward removed from your mail, ask your Postmaster to check the forwarding status, if it is still in the forwarding system request to have it cancelled.

8. Concern:

Customer indicated route delivery would be better than traveling to Clayton Post Office for PO Box service.

Response:

The customer comments are duly noted.

9. Concern:

Customer indicated route delivery would be just as good as current service and uses Post Office to send letters overseas.

Response:

Duly noted.

10. Concern:

Customer stated that Postal units such as Murray and Grenell Island have been running successfully for years.

Response:

Murray and Grenell Island are Contract Postal Units. These are considered types of alternate access. Business that are interested in more information about operating a Contract Postal Unit can receive literature upon request.

11. Concern:

Customer submitted a letter titled "Let them eat Cake"

Response:

The letter has been entered into the official record.

12. Concern:

Customer suggested charging a fee for PO Boxes

Response:

The Postal Service is required to provide one free form of delivery. When street delivery is not feasible, customers are afforded no-fee PO Box service.

13. Concern:

Customer suggested reducing hours at the Post Office rather than closing it.

Response:

The study to close was initiated to determine if effective and regular service can be provided by a more cost-effective alternate service. Expenditures such as salary, benefits, and lease, to name a few would be much larger cost savings when alternate services are available. Reducing hours to part time would require proposing to change the independent post office to a station/branch. We are also exploring the feasibility of centralized delivery.

14. Concern:

Customer was concerned about not being able to get to Clayton Post Office during hours of operation due to your work schedule.

Response:

We can review two possible options that may eliminate this problem: potential 24 hour access at the Clayton Post Office or a centralized delivery unit in Fisher's Landing.

15. Concern:

Customers asked why their post office was being discontinued while others were retained

Response:

Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

16. Concern:

Customers express a concern about the time of the meeting not being convenient for some customers.

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The meeting was held at a time where customers would routinely pick up their PO Box mail. All customers with delivery in the 13641 zip code received the same meeting notice and questionnaires, in order to have the opportunity to express their concerns.

17. **Concern:** Customers expressed concern about collection of outgoing mail

Response: Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox.

18. **Concern:** Customers said they receive rural delivery and use Fishers Landing for all other postal needs as it is more convenient.

Response: Retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them. PURCHASING STAMPS BY MAIL The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately. PURCHASING POSTAL MONEY ORDERS Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day. SPECIAL SERVICES Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day. HOLDING MAIL Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

19. **Concern:** Customers said they would miss the convenience of mailing packages overseas.

Response: There are several Post Offices in the area that can also provide this service including: Clayton, Alexandria Bay, LaFargeville, or even Watertown.

20. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Fishers Landing Post Office.

Response: Courteous and helpful service will be provided by personnel at the Clayton Post Office. Special assistance will be provided as needed.

21. **Concern:** Customers were concerned about a change of address

Response: If you currently have street delivery, your address will not change. Only P.O. Box customers choosing street delivery option will be required to change their address. Customers will be assigned a 911 address. The new address will continue to use the community name and ZIP Code. Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondents of the change.

22. **Concern:** Customers were concerned about having to travel to another Post Office for service

Response: Services provided at the Post Office will be available from the carrier, and customers will not have to travel to another Post Office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Stamps are also available at many stores and gas stations where customers may already shop, online at usps.com, or by calling 1-800-STAMP-24.

23. **Concern:** Customers were concerned about later delivery of mail

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Post Office Box customers would retain their PO Box address and current PO box service at Clayton Post Office. Additionally, you WILL NOT be required to change your address. We are currently exploring additional options for package services; possible 24 hr. lobby access at Clayton, or centralized delivery in Fishers Landing.

24. **Concern:** Customers were concerned about senior citizens.
- Response:** Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes or Centralized Box Units. Customers do not have to make a special trip to the Post Office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Clayton postmaster for more information.
25. **Concern:** Customer expressed a concern, regarding possible Neighborhood Delivery and Collection Box Unit service, about irregular hours and the difficulty of meeting the carrier when he is there.
- Response:** Our carriers strive to provide service at approximately the same time on a daily basis, however mail volumes and weather conditions often affect delivery times. Retail services may also be obtained at the Clayton post office located 5 miles away.
26. **Concern:** Customer expressed an interest in having rural delivery rather than travel to Clayton Post Office.
- Response:** Comment noted and added to the record. Neighborhood Delivery and Collection Box Units will be considered as a possible delivery option.
27. **Concern:** Customers asked how much the Fishers Landing Post Office costs to operate.
- Response:** Financial data is proprietary information. Specific savings will be noted if a proposal to close is pursued.
28. **Concern:** Customers asked, what does the Postmaster retiring have to do with closing the office.
- Response:** Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
29. **Concern:** Customers expressed a concern about what would happen to the Fishers Landing Post Office building.
- Response:** The Postal Service is required to return the leased facility to its original condition. The landlord would determine what use to make of the building subsequent to discontinuance.
30. **Concern:** Customers expressed concern that there was not enough dockage in Clayton for island people, who would have to walk two or three blocks to the Post Office there.
- Response:** Concern noted and added to the official record.
31. **Concern:** Customers expressed concern that there was not sufficient space in the Clayton Post Office for the number of additional Post Office Boxes that would be required.
- Response:** A site visit was conducted and it has been determined that there would be sufficient space at the Clayton Post Office for additional boxes required.
32. **Concern:** Customers felt inclement weather and poor road conditions might impede their ability to travel to another office.
- Response:** Neighborhood Delivery and Collection Box Units will be considered as an option.
33. **Concern:** Customers felt the cost of postage was increasing while service was decreasing.
- Response:** The Postal Service is not immune to rising costs affecting every family and business. We do not receive tax dollars to cover the cost of operations and must adjust our prices to cover our costs. The Postal Service Governors are responsible for approving prices for all Postal Service products and services. For mailing services prices, such as stamp prices, the Postal Service announces the new prices each February and they become effective each May. The Postal Regulatory Commission (PRC) reviews the new pricing for compliance with the price cap and other provisions of the Postal Act of 2001.

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34. Concern:

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Customers questioned the economic savings of the proposed discontinuance

The Postal Service estimates a positive annual savings.

35. Concern:

Customers stated that many summer residents have not returned yet and would not have an opportunity to have input.

Response:

If a recommendation to discontinue the Post Office is made, customers will have further opportunities to comment or appeal.

36. Concern:

Customers were concerned about the limited hours of operation at the Clayton post office

Response:

Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue. The Clayton Post Office will provide at least the same number of window service hours as the Fishers Landing post office.

Some advantages of the proposal are:

1. The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.
4. A change in your PO Box Fees may be a result of this proposal.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Fishers Landing is an unincorporated community located in Jefferson County. The community is administered politically by Town of Orleans. Police protection is provided by the New York State Police. Fire protection is provided by the Fishers Landing Volunteer Fire Dept. The community is comprised of retirees, self-employed, seasonal and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: Church of the Nazarene, Omar/Fishers Ldg Meth Church, Foxey's Restaurant (seasonal), Chalks Marina & Boat Sales (seasonal), Bill & Jacks Marina (seasonal), Audio Visual Plus, Wooden Boat, Vol Fire Dept, Fishers Ldg Racing Club, Samson Const, Green Structures, Hebergers, Scott Smith, Thousand Island Animal Hosp, Thous Is Auto Sales, St. Lawrence Pottery, PJ's Motel & River Rat Rest, Meyer's Marine, 4th Coast Inc, Amer Legion Colon Couch Post, Thous Is Blue Grass Preservation Soc. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Fishers Landing Post Office will be available at the Clayton Post Office. Government forms normally provided by the Post Office will also be available at the Clayton Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

1. Concern:

Customer expressed a concern about the loss of the community bulletin board at the Post Office.

Response:

Many retail outlets and grocery stores are now displaying a public bulletin board in which items can be posted for sale, and/or lost and found items can be posted, and a variety of other information.

2. Concern:

Customers expressed concern for loss of community identity

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A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Fishers Landing Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

3. **Concern:**

Customers felt closing the Fishers Landing Post Office would cause property values to decline.

Response:

There is no evidence to indicate that property values decline when a Post Office is discontinued. There has been minimal growth in the area and carrier service can accommodate any future growth.

4. **Concern:**

Customer expressed a concern about the loss of the community bulletin board at the Post Office. Customer added that there is no retail outlet or grocery store in the community.

Response:

The Clayton Post Office may have a public bulletin board which may be used to post the same information. Community bulletin boards in Postal facilities have certain restrictions on what can be posted. Additionally, perhaps the Town or the fire house would be willing to erect a bulletin board for community use.

5. **Concern:**

Customer felt email address should be made available for customer comments

Response:

Data gathering of customer concerns is an ad hoc task. Comments taken during the community meeting, via US Mail, or by phone call to the contact point listed on the community meeting notice will ensure that concerns are directed to one centralized point of contact.

6. **Concern:**

Customers expressed a concern that summer residents had not returned to the area yet and would not have an opportunity to ask questions or raise concerns.

Response:

There are a number of posting requirements and comment periods before any final decision or implementation would be made. All customers will have several opportunities to ask questions and make comments.

7. **Concern:**

Customers felt the loss of a Post Office would have a detrimental effect on the business community.

Response:

Businesses generally require regular and effective postal services, and these will always be provided to the community. There has been no indication that the business community would be adversely affected. Questionnaire responses revealed that customers will continue to use local businesses if the Post Office is discontinued.

8. **Concern:**

Customers were concerned about loss of employment in the community.

Response:

The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

9. **Concern:**

Customers were concerned about the loss of a gathering place and an information center.

Response:

Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

10. **Concern:**

Customers were concerned about the loss of a gathering place and an information center.

Response:

Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community.

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The postmaster position became vacant when the postmaster retired on May 02, 2008. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 35,948 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 33,168
Fringe Benefits @ 33.5%	\$ 11,111
Annual Lease Costs	<u>+ \$ 4,200</u>
Total Annual Costs	\$ 48,479
Less Annual Cost of Replacement Service	<u>- \$ 12,531</u>
Total Annual Savings	<u>\$ 35,948</u>

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

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VI. SUMMARY

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This is the final determination to close the Fishers Landing, NY Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Clayton Post Office, located five miles away.

The postmaster retired on May 02, 2008. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The workload has declined. Effective and regular service will continue to be provided by rural route service.

The Fishers Landing Post Office provided delivery and retail service to 69 PO Box or general delivery customers and no delivery route customers. The daily retail window transactions averaged 13. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$35,948 annually. A disadvantage to some will be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this final determination is based are available for public inspection at the Fishers Landing Post Office and Clayton Post Office during normal office hours.
- B. Appeal Rights. This final determination to close the Fishers Landing Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Fishers Landing Post Office and Clayton Post Office during normal office hours.



Dean J Granholm
Vice President of Delivery and Post Office Operations

08/05/2011

Date



08/09/2011

OFFICER-IN-CHARGE/POSTMASTER
Fishers Landing Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Fishers Landing Post Office Final Determination Docket No. 1363430 - 13641

Please post in the lobby the enclosed final determination to close the Fishers Landing Post Office. The final determination must be posted in a prominent place from 08/09/2011 through close of business on 09/10/2011. It must be posted for at least 30 days and the first day does not count. Additionally, please take down the posted "Notice of Taking Proposal and Comments under Internal Consideration" and return to this office.

Round-date stamp the cover of the final determination on the date of posting and on the date of removal. Please send the final determination to me by close of business on 09/11/2011.

Additional copies of the final determination are enclosed. Provide them to customers upon request.

Also enclosed is the official record upon which this final determination is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in Administrative Support Manual. If you do not have photocopy equipment, take the customer's name, address and telephone number and contact the district for needed copies.

If there are any questions, please contact me at (518) 452-4085.

Sincerely,

A handwritten signature in cursive script that reads "Nadine Tremblay".

NADINE TREMBLAY
POST OFFICE REVIEW COORDINATOR
30 KARNER RD
ALBANY, NY 12288-9992

Enclosures:
Final Determination Official Record